



PORTAL FUNCTIONS “FAQs”



What is FCMP?

The Army Publishing Directorate's (APD's) Forms Content Management Program (FCMP) is an approved Army Business Initiative Council (ABIC) initiative; it supports Lean Six Sigma, a business process streamlining tool. FCMP will provide a standardized, Web-based, enterprise (Army-wide) solution to automate administrative functional business processes, reduce costs associated with stovepipes and manpower resources, and more efficiently and effectively manage information in forms. To support the FCMP, APD has purchased Army-wide enterprise software site licenses for electronic forms (PureEdge), content management (IBM), and electronic ("digital") signature (Approvelt).

What is the scope of FCMP?

The ultimate goal of FCMP is to provide Soldiers with the ability to seamlessly access all forms-based processes through a single authoritative source – the AKO. Instead of developing a separate solution for each business process, FCMP will use a set of enabling standards and technologies to facilitate the functional communities' ability to quickly engineer and field solutions on a common infrastructure, relying on reusable software solutions. Using this implementation strategy, the functional communities can focus on their business process and not be forced to design, purchase, develop, and maintain a costly supporting infrastructure.

What's your Contingency of Operations Plan for this repository holding my forms? Should I worry that it might go down and lose all my data?

First, FCMP is hosted on fault-tolerant hardware with UPS power, redundant storage, and redundant network interfaces behind the AKO firewalls. Daily, weekly, and monthly backups are taken and periodically stored offsite.
Second, a separate COOP site will be deployed in FY2006

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How sure can I be that the system will not be hacked into?

Like any system added to the AKO infrastructure, initial security tests must be passed and ongoing random security tests are performed. The Initial Authority to Operate, which FCMP has from NETCOM, required FCMP to pass the DITSCAP security certification process. This includes ongoing upgrades to the security infrastructure and security procedures. Further, AKO performs random security tests to continue to validate that the FCMP system remains secure.

Are all Army personnel expected to use FCMP?

Yes, once the transition from FormFlow to PureEdge is complete, all Army Departmental forms and many of the Command-specific forms will reside on FCMP. All registered AKO users will be able to access an FCMP-provided workspace to search for and manage their forms. The portal will provide the authoritative source for all Army e- forms and a mechanism for managing forms-based processes across the Army enterprise without concern for geographic location.

Where can I get more information or report a problem with FCMP?

For help with the installation, configuration, and troubleshooting of Silanis Approvelt or PureEdge or to reports problems with the FCMP system, please contact the helpdesk at: iacacpki.helpdesk@us.army.mil, or Com: (703) 769-4433, DSN: 327-4004, Toll Free:(866) 738-3222. Problems or questions with Forms: Please contact the Army Publishing Directorate via their customer service link at http://www.apd.army.mil/usapa_email.htm or: eforms@hqda.army.mil for any technical issues that you may have in regards to the use of e-forms.

What will replace the FormFlow solution for electronic e-forms design and usage?

The PureEdge Suite of forms software has been selected to replace FormFlow as the new standard for all Army electronic forms. These PureEdge products, along with Approvelt Desktop electronic approval software from Silanis, will be required for designing and using Army forms.

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Who supports FCMP?

FCMP is managed and supported by the Army Publishing Directorate. APD is the Army's leader in publishing and distributing information products, employing advanced technologies to ensure responsive support worldwide. Our primary mission is supplying official authenticated information to enhance the readiness of the total force.

What are IBM Workplace Forms?

IBM recently completed its acquisition of PureEdge Solutions Inc., a leading provider of electronic forms-based business process management software and services. IBM is in the process of rebranding the PureEdge product suite as part of its IBM Workplace portfolio. The combination of PureEdge and IBM technology creates a solution that is more strategically important to customers than either company's products sold separately, and PureEdge will add strategic value to IBM's broader portfolio of On Demand software solutions through tight alignment with IBM Workplace, IBM's WebSphere® and IBM Content Management offerings.

Does FCMP require desktop installation?

Yes. FCMP is comprised of several enabling technologies. Central to the solution, the PureEdge Viewer has been selected as the new Army standard for electronic forms and as a replacement to FormFlow Filler. The Viewer allows users to work on their forms online and offline. Another important part of the FCMP solution, Silanis' ApproveIt Desktop software gives Army users the means to add secure electronic signatures to forms and memorandums, including a detailed approval audit trail. ApproveIt enables validation of a user's authorization throughout the entire workflow process. Both the PureEdge Viewer and ApproveIt applications require desktop installation.

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What is the PureEdge e-form?

PureEdge e-forms represent a quantum leap over previous forms software and are far more than simply another electronic forms solution. Under the new program, the printed form may be one of many potential outputs of what will comprise the new system. The PureEdge e-form is an intelligent form that encapsulates the form logic and the underlying data into a single file in a non-proprietary Extensible Markup Language (XML) format. Secure electronic signatures, automatic routing of the form to recipients, and support for non-connected users are just some of the benefits of the e-form. Additional features include automatic information population, synchronization of form data with Army databases, and integration with functional business processes.

What are advantages of the FCMP software?

The new software provides immediate benefits such as electronic signatures, ad hoc routing, and encapsulation of the form with all of the related data. The entire e-form solution, including content, is bundled in a single open standards XML document, and can be stored in a centralized database. User will be able to pre-populate some e-forms (e.g. DA 67-9 and DA 638) with data from other Army systems such as the Integrated Total Army Personnel Database (ITAPDB). The user will be able to complete the transaction online. If the user is not connected, forms can be completed offline and uploaded into the FCMP portal at a later date.

What is XML?

XML (Extensible Markup Language) is an electronic language for documents containing structured information. Structured information contains both content (words, pictures, etc.) and some indication of what role that content plays (for example, content in a section heading has a different meaning from content in a footnote, which means something different than content in a figure caption or content in a database table, etc.). Almost all documents have some structure. A markup language is a mechanism to identify structures in a document. The XML specification defines a standard way to add markup to documents.

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What must be installed on my desktop?

Army versions of the PureEdge Viewer (v6.5) and Approvelt Desktop (v5.7.2) applications must be installed on the user's desktop in order to utilize FCMP. These PureEdge and Approvelt products will be required for designing and using Army forms. Commercial versions of these products may not be fully interoperable with FCMP or the Army enterprise.

Are specific versions of the PureEdge and Silanis products required?

Yes. The Army has acquired and tailored specific versions of products that must be used. These products are:

PureEdge Viewer 6.5 (Army version)	Required by all Army personnel in order to view e-forms.
PureEdge Designer 6.5	Issued solely to Army forms designers.
Silanis Approvelt Desktop (ADT) 5.7.2 (Army version)	Required by all Army personnel in order to sign e-forms.

Is there a cost for Army organizations to acquire this software?

No, APD has acquired enterprise-wide licenses to the PureEdge Viewer and Silanis Approvelt Desktop products. APD has also acquired 1000 licenses for the PureEdge Designer product. Some Army organizations may have installation and support costs associated with third-party support of their computers.

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Where can I find a list of available PureEdge e-forms?

Initially, the new PureEdge e-forms will be available only through the FCMP portal.

Approximately 1000 of the most frequently used forms will be available on the FCMP Portal (My Forms tab) behind the AKO at the end of 2005. Additional PureEdge forms will be added monthly.

Does incorporation of the PureEdge Viewer suggest that the current FormFlow programs should be removed from all user desktops?

No, FormFlow Filler need not be removed from user's desktops. However, technical support for FormFlow will be limited. APD will continue to make FormFlow files available during the transition to PureEdge. After this transition period (estimated at a year), all new and revised Army e-forms will be built with the PureEdge Designer software and will require the PureEdge Viewer.

Will the FCMP e-forms solution provide e-forms that can be approved with an electronic signature?

Yes, the PureEdge e-forms can be designed to allow for electronic signatures. The technology that supports this capability is from a company called Silanis Technology. An enterprise-wide license to their Approvelt Desktop product has been acquired and is available to all personnel directly supporting the Army mission.

When will e-forms have this electronic approval technology incorporated?

The first 100 or more most frequently used Departmental forms will have electronic approvals (also referred to as electronic or "digital" signatures) incorporated at the end of 2005. Additional forms will have electronic approvals added over the following months. Additionally, the electronic approval technology can be incorporated into all Command- level or local e-forms.

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How do I find a person in the AKO look up to be able to send them a form?

When routing a form from the FCMP (My Forms) workspace, the user is able to look up any other AKO user via the routing dialog box. This allows a user to search through the AKO white pages for the specific AKO user desired. Forms can only be routed in FCMP to other AKO users.

How can/why can't I forward an action to a generic office email? Why am I limited to only AKO names?

FCMP depends on the AKO for all user authentication and login. There is no current capability to use generic office e-mail addresses (or any non-AKO addressee) as routing destinations within FCMP. However, users have the option to email a PureEdge form as an attachment using any standard office email application such as MS Outlook.

Is the electronic approval technology solely for use in e-forms?

No. The Army's enterprise-wide license for Silanis Approvelt Desktop applies to all Silanis-supported document types including Microsoft Office documents and e-mails.

What configuration do I have to have on my PC to run the Approvelt software?

The Approvelt Software runs on Windows 2000 and Windows XP. The application software required depends on the type of document you wish to sign.

To sign...

PureEdge forms

Word documents

Excel worksheets

PDF documents or forms

you will need...

PureEdge Viewer, available as part of the FCMP solution

Microsoft Word 2000, XP or 2003

Microsoft Excel 2000, XP or 2003

Acrobat or Reader 6.0 (certain restrictions apply to Reader)

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Since I am new to Approvelt Desktop, how do I capture my signature, and what do I need to do to use ADT with my CAC? What options do I have to just use my CAC signature? What if I do not have a CAC?

The Approvelt software supports multiple signature methods, one of which is signing using a Common Access Card (CAC) and its text-like signature. Other signing methods supported by the Approvelt software include: signing using a signature tablet (could be real-time) like in check-out stations in retail stores, an X509 certificate, which is part of the Silanis software, and a Silanis ePersona file, which is a secure representation of a handwritten signature. The ePersona file can be captured either by actually signing on a signature tablet, or via scanning in a handwritten signature. In either case, the Signature Manager function of Approvelt would be used to capture, secure and store the ePersona file. Once created the ePersona file can be stored on any device or medium. A systems administrator, security officer, or individual responsible for issuing CAC cards best handles the capture, coordination, storage and control of ePersona files.

I don't have the Signature Manager installed. How do I get the Signature Manager?

The Signature Manager is part of the Approvelt Desktop but it is not normally installed for each user. Normally a local DOIM or Administrator will have a central signature capture station where the Signature Manager is installed. Then the user simply uses their ePersona file. However, if a user needs the Signature Manager, it can be installed ? contact the help desk for instructions.

What is an ePersona file?

An ePersona includes a secured image of the person's handwritten signature or a font-based signature; user profile information; a digital certificate and a unique public key. The ePersona also contains information that is only known or available to the signer, such as a unique, private password and private key. The ePersona can only be accessed upon entering the private password. For DoD PKI use, the security certificate of the user's Common Access Card (CAC) is referenced by the ePersona. No private information is exported from the CAC. When the ePersona is used in conjunction with a user's CAC, when inserted into an appropriate reader, the password can be the same as the CAC pin number.

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Is the Approvelt software certified for Army use?

The 5.7.2 version of the Approvelt software, both Desktop and xHTML Server and Client software is JITC certified.

How do I apply an electronic approval to a PureEdge form?

First, from an end user's perspective, the end user only needs to click in the signature field of the form to sign an appropriately "signature-enabled" form.

Second, to "signature enable" any Pure Edge form the Pure Edge Designer software will be needed to open the form template and customize the signature field to accept electronic Silanis signatures. Appropriate forms designers within a Command or local organization should be involved. APD is providing PureEdge Designer software to appropriate Army personnel. In addition, APD intends to provide training to these individuals on PureEdge forms design to include topics such as "signature enabling" forms. Dates for training are TBD and based upon FCMP funding.

Can we request a form be built?

Army e-forms are designed by Army Forms Designers. Each Command, local or installation Forms Designer will receive training in the design of e-forms using the PureEdge Designer software. APD will provide training once budget constraints are worked out. Training is also currently available directly from PureEdge (IBM).

Is the PureEdge software certified for Army use?

The Army-tailored PureEdge Viewer v6.5 software and the Army-tailored Silanis ADT v5.7.2 software are JITC certified. In addition, NETCOM / Army Golden Master has tested and approved both software products for use Army-wide; the HQDA DOIM (IMCEN) has approved and is deploying this software throughout HQDA; and both software products are listed as part of the FCMP system on the Army IT Registry (AITR number DA76873).

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How can I get the PureEdge Viewer and Approvelt software?

The Army-tailored PureEdge Viewer v6.5 software, along with the Army-tailored Silanis Approvelt Desktop v5.7.2 electronic approval software is available through the Army Golden Master IV or via download from the Army Small Computer Program website.

<https://ascp.monmouth.army.mil/scp/nocost/index.jsp>

Please note that both the Viewer and the ADT products have been tailored for Army use ? only the tailored versions available from these two locations should be used.

How will the PureEdge Designer application be distributed and loaded?

APD has also developed a DVD-ROM that contains the Army-tailored PureEdge v6.5 Viewer and Designer and Silanis Approvelt 5.7.2 software as well as additional user documentation, templates and form samples. This DVD-ROM (1) will be mailed to the POC in charge of all the form designers within a Command or local organization. APD is requesting the participation of all Forms Managers in providing copies of the DVD-ROM to the form designers that are servicing their organization or Command for distribution purposes.

How do I use the PureEdge Viewer?

An Army-specific PureEdge Viewer 6.5 User Guide, as well as additional PureEdge documentation is available for download through the Army Small Computer Program website.

The PureEdge Viewer is prompting me for a license key. Do I need a license key to use this product?

No, the PureEdge Viewer does not require a license key to operate in order to view licensed forms. If you are prompted for a license key, just click Cancel. All official Army forms will be appropriately licensed and will be viewable in the PureEdge Viewer. If you receive a prompt to enter a license key when attempting to open a form, you are most likely opening an unlicensed, and therefore, an unofficial form.

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Will my e-form and the data I've tried to enter on it be separated with the PureEdge product as it is with the FormFlow product?

No, this is one of the many advantages of the new e-form! The e-form you use and the data you enter stay together.

Will the PureEdge Viewer be able to read FormFlow data?

No, however, data from a FormFlow file can be easily transferred to a PureEdge e-form by using standard copy-n-paste commands. In addition, it will be up to local IT administrators as to how long they keep FormFlow Filler available to their users. There are no known interoperability issues between the PureEdge Viewer and the FormFlow Filler applications.

Why do we need software that requires someone else to install it? Why doesn't an Internet download and auto-installation work automatically?

This is due to the rights that certain users are granted by their System Administrators. Installation of the software requires administrative rights (this is not specific to just PureEdge products). If your System Administrator did not set up your login with administrative rights, someone with these rights will have to install the software.

Can we access the PureEdge e-forms via another type of software (i.e., Internet Explorer)?

You can access PureEdge e-forms from your browser as you would any website. However, in order to download, open in a browser, view, fill, print, and send e-forms, you must have the PureEdge Viewer installed on your workstation. You can access e-forms that reside on your workstation or network in Internet Explorer as follows:

- Launch Internet Explorer
- Select File then Open and click on the Browse button from the Open Dialog box
- Select the Location where the e-form is located on your workstation
- In the Files of Type drop down box, select ALL FILES
- Select the e-form you want and select OPEN
- Select OK
- Any e-form selected via this method should automatically open within the browser.

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How do I keep from getting multiple copies of the same report?

What if I start a form in FCMP and my supervisor starts the same form in FCMP for the same purpose?

How do I tell them apart?

Just as in the world of paper forms, it is possible for multiple people to start a similar form for the same purpose. However, FCMP carefully keeps track of the original as the form is signed and routed between users. Copies of forms can never be substituted for the original. Signatures on one form cannot be moved or copied onto another form. Further forms can be named uniquely by the user.

I understand that the PureEdge e-forms software is XML based. Is there anyway to access the XML data outside of the e-form, e.g. store all e-form data in a database and be able to access that data through the PureEdge Viewer?

This can be done although some development will be required by a developer or database administrator. For example, some of the new e-forms like the DA 67-9 and DA 638 will be able to pull data from the Integrated Total Army Personnel Database (ITAPDB).

How can I reset the default destination folder where my e-forms are saved?

By default, the PureEdge Viewer chooses the directory from which the e-form originated. You can change the directory at the time you choose to save. The capability to set a default destination does not exist.

After the conversion of all Departmental forms to PureEdge, will I still be able to access the FormFlow version from the APD Web site?

Yes, once all of the Departmental forms in FormFlow have been converted into the PureEdge format, the FormFlow versions will remain in APD's master catalog for at least a year to provide a transition period to the field.

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What is the time frame for all forms to be converted to the PureEdge format?

Conversion schedules will be dependent upon FCMP funding. All Departmental level forms have been converted to PureEdge. The first 1000 have been verified and should be available on the FCMP portal by the end of 2005. The remaining Army forms will be added to the FCMP portal over the following few months. The conversion effort for all Command and local forms will begin by 2006. It is estimated that it will take FCMP between 1 to 2 years to convert 35,000 Command and local forms via a customized automated process.

How is it determined which Command and local forms are converted?

APD is working with Army Forms Managers from Command and local organizations to determine what forms need to be converted to PureEdge. APD will work with these individuals to establish local priorities for the conversion of their form libraries to PureEdge.

Will DoD and other government agencies also convert their forms to PureEdge?

The Air Force has already converted their forms library to the PureEdge format. Other U.S. Government agencies using PureEdge include the Securities and Exchange Commission (SEC) and Grants.gov. The DoD has utilized PureEdge forms as part of the DoD Joint Electronic Commerce Program.

I would like to be able to convert my local forms into the new PureEdge format, is this option available?

No, at this time the PureEdge has no mechanism to automatically convert other types of file formats into the PureEdge .XFDL format. APD will assist Command and local organizations in the conversion of any existing FormFlow files to the new PureEdge format. Currently, APD has received requests to convert over 35,000 Command and local forms from FormFlow to PureEdge.

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What is a "Wizard"?

Wizards provide users with the option of completing an e-form in its traditional format, or by processing information with a series of questions presented through a sequence of windows. At the conclusion of the questions, the completed e-form appears in a traditional format.

Do I need any additional software or plugins to use a Wizardized e-form?

No, the Wizardized e-forms open inside the PureEdge Viewer or Internet browser just as the traditional e-forms open.

How is the Wizardized e-form different from the traditional e-form?

The Wizardized e-form is not different from the traditional e-form. The content of the e-form does not change, just the user interface changes. Ideally, the Wizardized e-form would guide you through a series of questions based on previous or initial responses. The logic also exists for Wizardized e-forms to be fed information from backend systems in order to automate processes (i.e., auto population).

How does the Wizardized e-form work?

The Wizardized e-form provides the user with a choice to open in traditional e-form format or Wizardized e-form format. If the user chooses the traditional format, the e-form resembles the paper-based form. If the user chooses the Wizardized format, they are provided with a series of questions presented through a sequence of windows. At the conclusion of the questions, the completed e-form appears in the traditional format.

Can I route or email a Wizardized e-form just as I would a traditional e-form?

Yes, but unlike FormFlow, you will be sending the Wizardized e-form and all of its data together in a single file.

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Can the Wizardized e-forms and the traditional e-forms exist together in the same file?

Yes, they are both there. The Wizardized e-form and the traditional e-form are just combined into one file to allow for different usage and different data collection methods.

Why do we need Wizards?

Wizards may be used to help streamline the user experience when working with a complex form by presenting only the necessary information or data required by that specific user. Wizardized e-forms may also be designed to act as the front end to one or many databases that will allow for auto population and easy retrieval of data from multiple systems.

I work in a joint command where PureEdge 6.3 is already installed for Air Force forms. Do I need to upgrade to a newer version? Will my Air Force forms still work once my system has been upgraded?

Yes, you will need to upgrade the PureEdge software with the Army's version (6.5) located on the Army Small Computer Program web site (for your convenience a link is located on the portal Welcome Page). Your Air Force forms will continue to work in the newer version.

When I open an Army PureEdge form I receive the following message: "Your computer does not have a required file installed (Toolbar IFX). This will prevent you from saving the form back to the server. Please contact your help desk." What do I do to correct this problem?

A link to download the IFX required to solve this problem is located on the portal FAQ page. The file needs to be downloaded to the following directory: C:\Program Files\PureEdge\Viewer 6.5\extensions

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When I click on "EMPTY RECYCLE BIN" Button I get a blank screen?

Open Internet Explorer and Click on Tools->Internet Options. On the General Tab, under Temporary Internet Files click on the Delete Files and click "OK". Log back into Myforms and try the button again.

Why doesn't my form print correctly?

Certain Army forms experience a loss of precision when printing, i.e., text within some form fields displays properly on the screen, but when the user prints the form, the text is truncated. IBM support has responded with the following:

There are four factors that are involved in this behavior:

1. The Viewer uses an algorithm to determine how text should be displayed within a field that is based on field size, font face, size and type.
2. When a form is printed the content has to be converted from the current dpi to a lower printable dpi. This conversion does sometimes result in loss.
3. All printer drivers interpret differently, which means that the form may print with slight differences on various printers. Recommend that you ensure the printers have the most current drivers installed.
4. While filling out the form, the zoom is set to something other than 100%. Setting the zoom to 100% will allow you to have a better idea of how the form will look. If the zoom is set to anything else the above behavior will be present on viewing at another zoom level or while printing.

Forms designers should avoid sizing fields by pixels, if possible.

My form is complete but the option to send to DA doesn't appear

Verify that under the form type it appears as the actual form number that you are working on. If in this area it appears as NONE an e-mail will have to be sent the help desk to the following address APDFCMP@hqda.army.mil with your Logon ID, the name of the form as it appears in your INBOX and the form type that you want it change to.

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